# MLTI
## Apple IDs for Students -Spring 2015
Updated June 8, 2015

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## Summary

Apple IDs are an important part of the MLTI experience. The Apple ID is essential to a number of services that the program provides, such as App Store software (iOS and OS X) and iCloud backup (iOS).

The Apple ID for Students program allows a school to request Apple IDs for students who are currently under 13 years old. Once an Apple ID is requested by the school, parents or guardians are notified to complete the Apple ID creation process and provide consent on behalf of their children. Apple IDs for students have limited targeted advertising, no Apple marketing emails, and iCloud email is not activated by default. These limitations are lifted automatically, but are not enabled, when the child turns 13.

Apple ID for Students is a required program for schools deploying iPads or Macs to users under 13 years of age. Additional details on the program for both the school and parents are available in guides that you can review.

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## Enrolling in Apple Deployment Programs For the First Time

1. Complete the enrollment application at the Apple Deployment Programs site to apply for **Apple ID for Students**. *Note: This process can take up to five business days.*

2. After enrollment is complete, log in to appleid.apple.com with your Apple Deployment Programs Apple ID account and enable two step verification for your Apple ID.

3. *Optional* – Contact the Apple MLTI Help Desk and request an escalation to the local Project Office to see if your school qualifies for the alternative account upload process. *See Apple ID for Students FAQs below for details.*

4. *Optional* – Enroll in the Volume Purchase Program. Migrate existing VPP Program Facilitator(s) by visiting the VPP support page. Select "Other Volume Purchase Program Question" for your request and fill out the form. In the additional information field request to have your VPP Program Facilitators migrated under your newly created Program Agent's Apple ID. Your purchase history and any remaining credit will be transferred. *Note: This process can take up to five business days.*

# Adding Apple ID for Students to Device Enrollment Program (if you've already enrolled in DEP)

1. Ensure that two step verification for your Apple ID has been enabled. This can be done at appleid.apple.com.

2. Complete the enrollment application at the Apple Deployment Programs site to apply for Apple ID for Students and the Volume Purchase Program. *Note: This process can take up to five business days. You must do this even if you have signed up for VPP in the past.*

3. *Optional* – Contact the Apple MLTI Help Desk and request an escalation to the local Project Office to see if your school qualifies for the alternative account upload process. *See Apple ID for Students FAQs below for details.*

4. *Optional* – Migrate existing VPP Program Facilitator(s) by visiting the VPP support page. Select "Other" for your request and fill out the form. In the additional information field request to have your VPP Program Facilitators migrated under your newly created Program Agent's Apple ID. Your purchase history and any remaining credit will be transferred. *Note: This process can take up to five business days.*

## Enrollment FAQs

**Do I need up to three Apple ID accounts – one account for each program?**

No. When you initially enroll in any of the Apple Deployment Programs, the new Apple ID created will act as the primary Apple ID for the institution's enrollment. This account can enroll in additional programs at any time.

For example, a school may enroll in the Device Enrollment Program (DEP) and later decide to add both the Volume Purchase Program and the Apple ID for Students program. When logged into DEP they will see "enroll" links for VPP and Apple ID for Students. When the enroll link is clicked, you will proceed to the enrollment page for VPP and/or Apple ID for Students at the "Verification Contact" stage.

**Do you need to enroll up to three times - once for each program?**

No. A K12 institution enrollee would choose VPP or Apple ID for Students and it enrolls you into both programs at the same time. As mentioned above, you do not need to create a new Apple ID to enroll in another program once one has been completed.

**How long does enrollment take?**

The AppleCare Service Level Agreement for enrollment is 5 business days.

**What can I do to speed the process up?**

Make sure that your verification contact is aware that someone from Apple will be reaching out to their organization via phone to verify the applicant's identity and get their approval for enrollment in to the programs.

**What is an Apple Customer Number?**

An Apple Customer Number is the account number assigned to your institution by Apple which is used to purchase Apple hardware or software. It is required to verify your institution's eligibility for enrollment. If you do not know this number, contact your purchasing agent or finance department.

**What do I do if my application is still in review after that period of time?**

1.  Check with the verification contact provided when the application was included in the application. There is a good chance your application is waiting for the verification contact to provide approval.

2.  Call the following number for support in enrolling in the Apple Deployment Programs: 800-919-2775, enter code 83752.

**What Apple ID and mail account should I use for enrollment in to Apple Deployment Programs?**

A new, dedicated Apple ID will be created during the enrollment process specifically for the Apple Deployment Programs. It should be in the institution's email domain. It cannot be in a "consumer" domain like yahoo.com or comcast.net. It's useful to use a service mail account associated with the organization and the Apple Deployment Programs role. For flexibility, it should not contain a specific school administrator's name nor a specific Apple Deployment Program service in the mail account. For example, "AppleDeploymentPrograms@school.k12.me.us" or "ADP@privateschool.org". However, the first and last name used in the enrollment form need to be for the real individual who is submitting the application.

**What if I get the error message "There was a problem creating user with the details you provided. Please, try with a different Work E-mail."?**

There are two possibilities:

1.  The address is in a consumer domain, like those from common free email providers like Yahoo and iCloud, and well-known ISPs like Comcast, AT&T and TimeWarner. Use your institution's email domain instead.

2.  The address has already been used for an Apple ID or iTunes Store account. You must use a different email address.

**Who is the Program Agent?**

The Program Agent represents the Apple ID that was used to complete the application.  The Program Agent has additional capabilities inside of the Apple Deployment Programs.

**The person enrolling is asked to provide personal information during enrollment in to Apple Deployment Programs. What happens if the Program Agent individual leaves the organization?**

Institution should re-enroll and then contact AppleCare to have the previous agent's admins (and locations, if applicable) moved under the new agent.

**Can the email address of the Apple ID for the Program Agent be changed?**

We do not recommend changing the email address for any Apple Deployment Program Apple ID.

**What happens if an enrollment is rejected because the enrollee's role is eligible for VPP enrollment (e.g. enrollee has title of "director") but the title does not match the institution's public website for verification (i.e. enrollee's title is listed as "tech admin")? Should the customer try again with another enrollment?**

If this happens please escalate to the VPP support web form and request a review of the enrollment decision. You should include your contact information and reference the Apple MLTI Project Office's contact information for verification. Once confirmed, VPP support can resurrect the original enrollment.

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## Apple ID for Students FAQs

**What can I do if parents do not have an email address?**

Schools should reach out to the Apple MLTI Help Desk and inquire about the alternative account upload process. Instead of sending an email to the parent, this process provides your school with logins and passwords to share directly with parents during events like parent nights, in order for them to complete the form. This is especially helpful for parents who do not have email addresses, but has certain legal requirements in order to use effectively. This process is provided on an exception basis, and not all schools will qualify. The Apple MLTI Project Office can discuss your options with you, and advocate for your schools to be added to this alternative if needed. Make sure to provide an email address where you can be contacted for more information. *Note: This process can take up to five business days.*

**Does the student account have to be a functional email address?**

No. The Apple ID needs to be in the form of an email address but does not require email verification. We recommend that schools provide real email addresses. At a minimum, we strongly recommend that the parent email address provided during consent or account setup be a real email address, to facilitate password resets.

**What about students over the age of 13?**

Students over the age of 13 can use the standard processes to sign up for an Apple ID. For details on signing up for an Apple ID without a credit card, see [Creating an iTunes Store, App Store, iBooks Store, and Mac App Store account without a credit card.](#)

**What are locations? Why wouldn't I just use batches to describe locations?**

In many cases, school districts will need to request Apple IDs for students for multiple schools within the district. Locations allow districts to create locations and associate specific administrators to each location. Locations also prevent an administrator in one school (location) from seeing student information for another school (location).

## Two-step Verification FAQs

**Where do I get more information on two-step verification?**

Frequently asked questions for two-step verification are found in support article: [Apple ID: Frequently asked questions about two-step verification for Apple ID](#).

**Which accounts require two-step verification?**

Program Agents, VPP Program Managers, Device Enrollment Program admins, and others with admin creation ability all require two-step verification.

**Why must I wait 72 hours (3 days) to set up two-step verification?**

• You're required to change your password because it is not strong enough.

• You've made significant changes to your account (like a new password or security questions) in the last 7 days.

• You have 0 or 1 security question associated with you account, and no credit card.

**How many phone numbers can I attach to an Apple Deployment Programs Apple ID?**

You can add up to five (5) SMS-compatible phone numbers for two-step verification. These phone numbers may be associated with other Apple IDs. It is recommended that a primary Apple ID have at least two phone numbers for two-step verification.

## Support

**Apple MLTI Help Desk**

1-800-919-2775. When prompted enter account number: 4MLTI (46584).

**Apple ID Support**

Including questions about two-step verification and resetting passwords.

http://www.apple.com/support/appleid/

**Apple ID For Students Support Request Page**

https://ssl.apple.com/support/itunes/vpp-edu/

**Volume Purchase Program Support**

http://www.apple.com/support/itunes/vpp-edu/

**Device Enrollment Program - Enrollment Support**

This phone number should only be used from the time a DEP application is submitted to the time it is approved.

1 (800) 919-2775 (Ext. 83752)

Mon - Fri: 9:00 AM - 7:00 PM (Central Time)

## Resources

**Creating an iTunes Store, App Store, iBooks Store, and Mac App Store account without a credit card:**

http://support.apple.com/kb/HT2534

**Apple Deployment Programs Help Pages**

https://help.apple.com/deployment/programs

**Apple ID for Students Institution guide**

https://www.apple.com/education/docs/u13_institution_guide_en__Feb14.pdf

**Apple ID for Students Parents Guide**

https://www.apple.com/education/docs/Apple_ID_for_Students_Parent_Guide_EN_Feb14.pdf

**iOS 7 Education Overview**

https://www.apple.com/education/docs/EDU_Deployment_Overview_Feb14.pdf

**Device Enrollment Program guide**

https://www.apple.com/iphone/business/docs/DEP_Business_Guide_EN_Feb14.pdf

**Volume Purchase Program guide**

https://www.apple.com/education/docs/VPP_Education_Guide_EN_Feb14.pdf